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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Group Art Unit : 2642

Appl. No. : 09/578,723

Examiner : W. J. DEANE Jr.

Filed : May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S
GOALS AND BEHAVIORS WITHIN A CUSTOMER SERVICE
CENTER ENVIRONMENT

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
U.S. Patent and Trademark Office
220 20th Street S.
Customer Window, Mail Stop _____
Crystal Plaza Two, Lobby, Room 1B03
Arlington, VA 22202

Sir :

In accordance with the duty of disclosure under 37 C.F.R. §1.56 and §§1.97-1.98 and supplemental to the Information Disclosure Statements that were filed on November 12, 2004, March 30, 2004, March 15, 2004, August 20, 2001, April 13, 2001, November 29, 2000, and August 28, 2000, Applicants call to the Examiner's attention the following document which was listed on a PTO-892 form in an Office Action mailed on February 23, 2005 with respect to U.S. Patent Application No. 10/882,183, which is a continuation of U.S. Patent Application No. 09/532,038, now U.S. Patent No. 6,778,643. U.S. Patent Application No. 09/532,038 was previously brought to the Examiner's attention in the Information Disclosure Statement filed on August 28, 2000.

U.S. Patent No. 5,920,477 to HOFFBERG et al., which issued on July 6, 1999.

Applicants also bring to the Examiner's attention an Office Action mailed February 23, 2005, in U.S. Patent Application No. 10/230,728, published as U.S. Patent Application Publication No. 2003/0156,133, which was cited in the Information Disclosure Statement filed November 12, 2004. Applicants note that the only document cited in this Office Action that is not previously of record is U.S. Patent Application No. 10/882,183 (mentioned above), which is a continuation of previously cited U.S. Patent Application No. 09/532,038, now U.S. Patent No. 6,778,643. U.S. Patent Application No. 10/882,183 has published as U. S. Patent Application Publication No. 2004/0240635, which is listed on the attached PTO-1449 Form.

Further to 37 C.F.R. §1.98 (a)(2)(ii), copies of the U.S. patent and publication is not enclosed. However, if copies are needed, the Examiner is respectfully requested to contact the undersigned.

Applicants respectfully request that the Examiner consider the above material and cite the same. The above-noted documents are listed on the attached PTO-1449 Form. The Examiner is requested to initial the appropriate spaces on the attached Form and to return a copy of the completed Form to Applicants with the next official communication in the present application.

Further, Applicants note that since this Supplemental Information Disclosure Statement is being submitted subsequent to the issuance of an Office Action on the merits, Applicants have included a check in the amount of \$180.00

to cover the fee set forth in 37 C.F.R. §1.17 (p). However, the Commissioner is hereby authorized to charge payment of any necessary additional fees associated with this communication or credit any overpayment to Deposit Account No. 19-0089.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully Submitted,
Robert R. BUSHEY et al.

Reg. No. 40,063



Bruce H. Bernstein
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April 18, 2005
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Application No.
09/578,723

(Use several sheets if necessary)

Filing Date
May 26, 2000

Group
2642

U.S. PATENT DOCUMENTS

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FOREIGN PATENT DOCUMENTS

| | | DOCUMENT NUMBER | | | | | | | DATE | COUNTRY | CLASS | SUBCLASS | TRANSLATION | |
|--|--|-----------------|----|--|--|--|--|--|------|---------|-------|----------|-------------|--|
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OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

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DATE CONSIDERED

*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.